



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/04

Customer Care Representative, TSC

Job ID 243419-en_US-3298

Web Address

https://careers.indigenous.link/viewjob?jobname=243419-en_US-3298

Company Rogers

Location Mississauga, ON

Date Posted From: 2021-07-26 To: 2050-01-01

Job Type: Full-time Category: Telecommunications

Description

<p>Today's Shopping Choice (TSC) is a leading interactive, multi-channel retailer, offering a vast assortment of exclusive products and top brand names to its customers. As Canada's only live broadcast retailer, Today's Shopping Choice incorporates entertainment, inspiration, personalities, and industry leaders to provide a unique shopping experience. Customers can find exceptional selections in Health & Beauty, Jewellery, Home/Lifestyle, Fashion/Accessories, and Electronics through our ecommerce platform and Customer Contact Centre.<p><p>We're looking for passionate Customer Care Associates to join our Customer Contact Centre who are eager to grow their career with Canada's only live broadcast retailer. This is a full-time position that provides a superior customer experience by supporting and resolving customer inquiries related to their purchases. We are currently recruiting for our Mississauga location that will begin on September 16th, 2021. Please note, this position will be temporarily working remotely.<p><p>You are: <p>Empathetic: You are someone who is able to show understanding and relate to the customerOutgoing: You are someone who is friendly and approachablePatient: You are someone who regardless of the situation can support the customer in a tactful, meaningful and effective manner<span style="font-family:Arial, Helvetica,

sans-serif">Passionate: You are someone who loves providing the best customer experience. </p>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Customer Champion: You are passionate about providing world class customer service and sales solutions</p>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">You get
to: </p>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Promote and recommend the latest TSC products to
customers
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Receive inbound and outbound calls and provide the best experience to our
customers
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Take ownership to resolve customer issues from the beginning to
end
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Work with a supportive and dynamic leadership team that will encourage your
growth and development</p>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">You must
have:</p>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Availability to work on a flexible schedule including days, evenings, weekends,
and statutory holidays to meet customer demand
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Expert communication and listening
skills
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">A willingness to be open to feedback and
coaching
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">An ability to remain calm and polite when working under
pressure
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">An ability to navigate multiple software
application</p> </p></p></div>
style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">In order to set you up for success, there will be a mandatory training starting on
September 16th,
2021.</p></p> </p></p> </p></div>
</p> style="font-size:11.0px"> style="font-family:Arial, Helvetica, sans-serif">Schedule: Full

time

style="font-size:11.0px">Shift:#160;Variable</p><p>Length of Contract:#160;Not Applicable (Regular Position)</p><p>Work Location:#160;59 Ambassador Dr (096), Mississauga, ON</p><p>Travel Requirements:#160;None</p><p>Posting Category/Function:#160;Call Centre Operations & Customer Service / Sales</p><p>Requisition ID:#160;243419</p><p>Together, weOur people are at the heart of our success</p><p>Our customers come first. They inspire everything we do</p><p>We do whatWe believe in the power of new ideas</p><p>We work as one team, with one vision</p><p>We give back to our communities and protect our environment</p><p>What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to

work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the [https://performancemanager4.successfactors.com/RCl/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+\(002\).pdf](https://performancemanager4.successfactors.com/RCl/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+(002).pdf); Rogers
FAQ

Posting Notes: Call
Centre

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For more information, visit Rogers for Customer Care Representative, TSC